



CENTRALIZED ACCOUNTING & PAYROLL/PERSONNEL SYSTEM

CAPPS Desk Aid

Resetting CAPPS Career Section Password

Note: This Desk Aid was written to the specifications of CAPPS Central agency modules and may not reflect the unique process variations implemented by individual or non-Central agencies.

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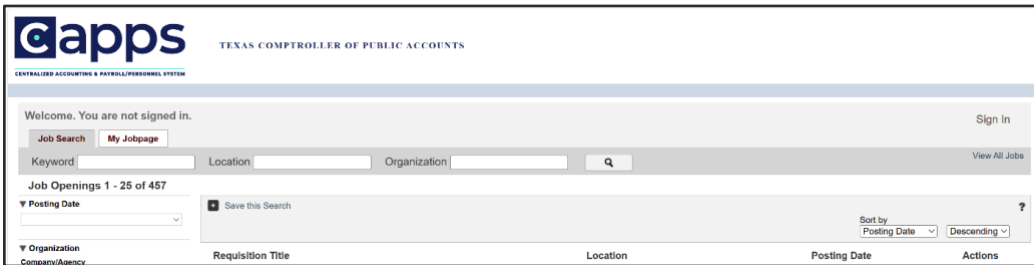
Resetting CAPPS Career Section Password

Overview

When a CAPPS Career Section candidate needs to reset their account’s password, they can do so using an access code through self-service functionality. After providing account information on the *CAPPS Career Section Login* page, an access code is sent to the email address associated with the account. However, if the account does not exist, a new account needs to be created.

Resetting a CAPPS Career Section Password

Open the external CAPPS Career [Job Openings](#) page.

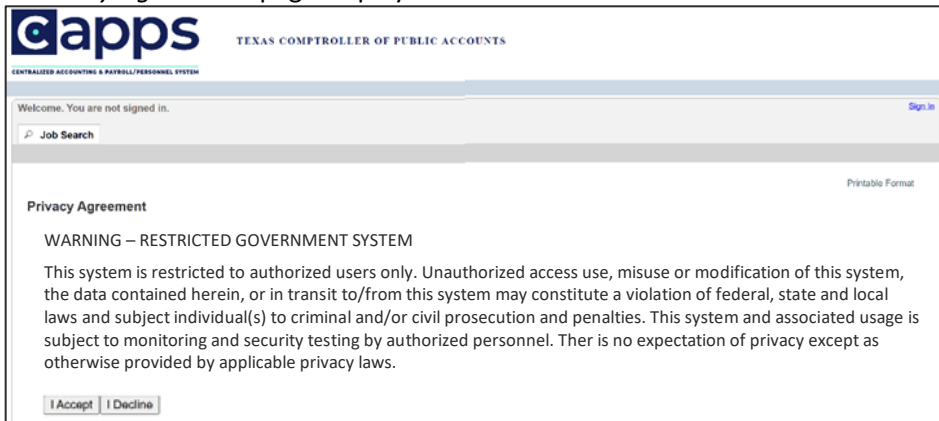


Generating an Access Code

An access code is required to reset a CAPPS password. To receive an access code:

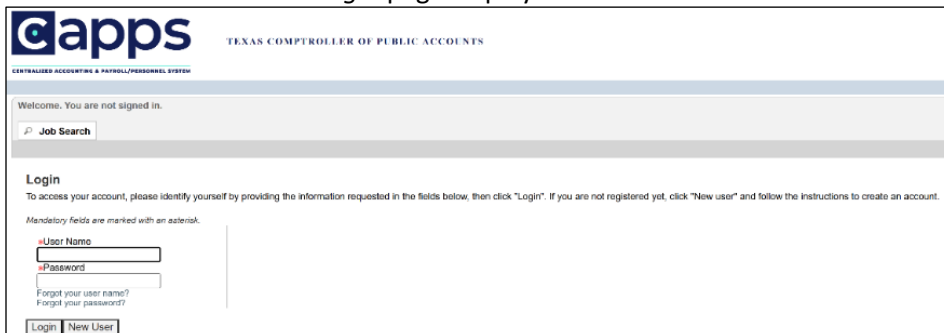
1. Select the **Sign In** near the top right-hand side of the page.

A *Privacy Agreement* page displays.



2. Select **I Accept** to proceed.

The *CAPPS Career Section Login* page displays.



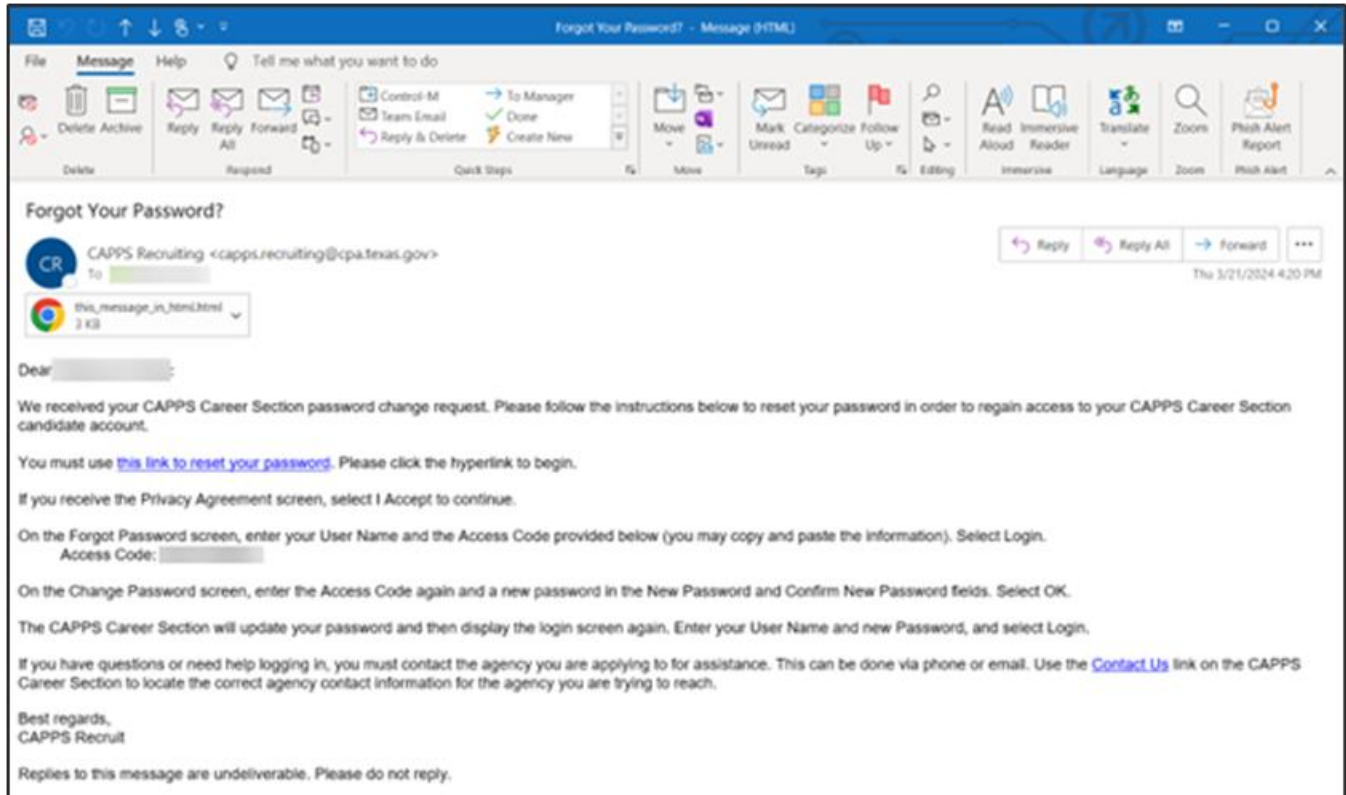
3. Select the [Forgot your password?](#) hyperlink.
The *Forgot Your Password?* page displays.



4. Enter the USER NAME and EMAIL ADDRESS associated with the candidate account.
5. Select **OK**.
The *Email sent!* page displays with a message confirming:
 - The request was made.
 - An email containing instructions to reset a password was sent if an account associated with the provided user name and email address exists.

Using the Access Code to Reset a Password

A *Forgot Your Password?* email containing the password reset hyperlink can be located at the email address associated with the account if the user name and email address exist in *CAPPS Recruit*.

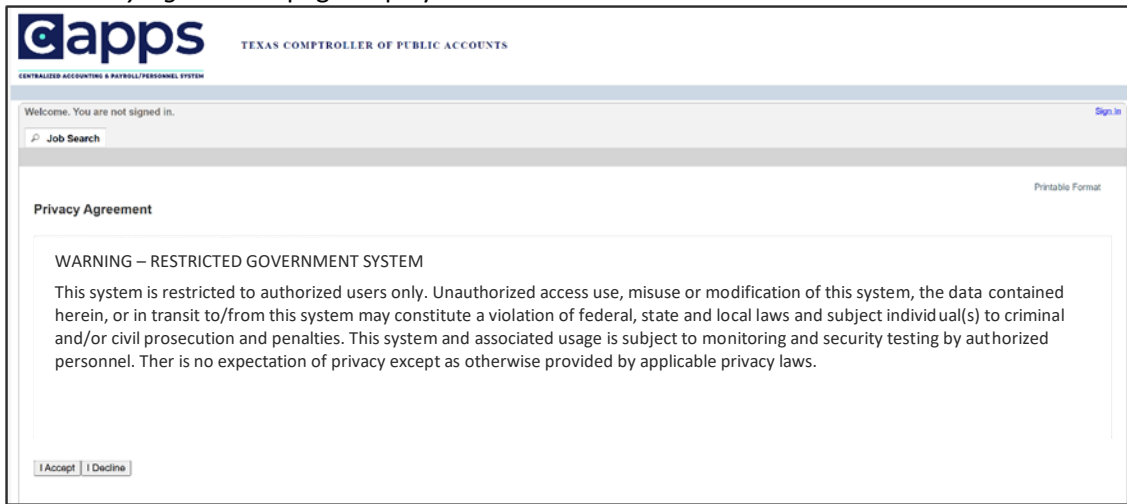


The email:

- May take up to ten minutes to be received.
- Comes from capps.recruiting@cpa.texas.gov.
- Contains the necessary hyperlink and access code to reset the password.

To reset a password:

1. Select the **hyperlink** in the email.
The *Privacy Agreement* page displays.



2. Select **I Accept** to proceed.
The *Forgot Password* page displays.



3. Enter the **USER NAME** and the **ACCESS CODE** from the *Forgot Your Password?* email.
4. Select **Login**.
The *Change Password* page displays.

Changing a Password

When electing to reset the password and after logging in with the provided access code, a new password needs to be entered.

The screenshot shows the 'Change Password' page on the CAPPs system. At the top, it says 'Welcome, you are signed in.' Below that, the heading 'Change Password' is followed by the instruction: 'This page allows you to change your password. Mandatory fields are marked with an asterisk.' The form includes three input fields: 'Access Code', 'New Password', and 'Confirm New Password', each with a red asterisk indicating it is mandatory. At the bottom of the form are 'OK' and 'Sign Out' buttons. The footer contains various links like 'Texas.gov', 'Statewide Search from the Texas State Library', and 'State Link Policy'.

To change the password:

1. Enter the ACCESS CODE from the *Forgot Your Password?* email.
2. Enter a new password into the NEW PASSWORD and CONFIRM NEW PASSWORD fields.
3. Select **OK**.
After the password is changed, the CAPPs Career Section logs out of the account and the *Login* page displays.

The screenshot shows the 'Login' page on the CAPPs system. It says 'Welcome. You are not signed in.' and has a 'Job Search' button. The 'Login' section asks the user to provide their 'User Name' and 'Password'. There are links for 'Forgot your user name?' and 'Forgot your password?'. At the bottom are 'Login' and 'New User' buttons. The footer contains the same navigation links as the previous screenshot.

4. Enter the USER NAME and the new PASSWORD entered in the previous step that is now associated with the candidate account.
5. Select **Login**.
The *Job Search* page displays with the account holder's name shown on the page, indicating that the CAPPs Career Section account was logged into successfully.

The screenshot shows the 'Job Search' page on the CAPPs system. It says 'Welcome, you are signed in.' and has 'Job Search' and 'My Jobs' buttons. There is a search bar with fields for 'Keyword', 'Location', and 'Organization'. Below the search bar, it displays 'Job Openings 1 - 25 of 565' and a table with columns for 'Organization', 'Requisition Title', 'Location', and 'Posting Date'. The footer contains the same navigation links as the previous screenshots.

Tips and Troubleshooting

General information and suggestions regarding login issues:

- The *CAPPS Career Section* is **not** optimized for mobile use.
 - Use a desktop or laptop to recover a user name and reset a password.
 - Use the most recent browser version.
- CAPPS Career Section candidate accounts locks after multiple unsuccessful login or password recovery attempts.
 - A notification email is sent to the email address associated with the locked account.
 - The account unlocks automatically after five minutes.
 - Use of an **incorrect** USER NAME, PASSWORD , access code and/or email address all have the potential to lock an account.
 - Select the [Forgot your user name?](#) hyperlink on the *CAPPS Career Section Login* page to recover the user name or confirm the correct user name associated with an email address.
 - Some candidates have multiple accounts with different login credentials.
- Common issues for recovering a user name and password:
 - Once the *Email sent!* page displays, closing the browser tab or window is recommended.
 - Successful password resets require the use of the [Forgot Your Password?](#) hyperlink.
 - If the *Forgot Your User Name* email is not received, the email address did not match a candidate account. The candidate account may have been created using a different email address.
 - Exercise caution if using a saved USER NAME and/or PASSWORD.
 - If a CAPPS Career Section password is saved, update the saved passwords after resetting the account PASSWORD.
 - Verify the user name and password are for CAPPS and not for a different company's Career Section.
- Regarding email addresses associated with *CAPPS Career Section* candidate accounts, keep in mind the following:
 - If the USER NAME **and** PASSWORD are **known**, the user can log in to the account to update the email address for the candidate account.
 - If the USER NAME **or** PASSWORD is **unknown**, it can be recovered by providing an email address associated with the candidate account. An access code is emailed to the email address associated with the candidate account — therefore, access to the email address is necessary to receive the email.
 - If the USER NAME **and** PASSWORD are **unknown** and access to the email address associated with the candidate account is unavailable, a new candidate account needs to be created with an email address where access is available.

Revision History

Date	Description of Change	Changed By
Jan. 20, 2026	Initial release.	G. Banata